

[Your Name]  
[Your Job Title]  
[Your Department]  
[Date]

To the Recognition Committee,

I am writing to formally recommend [Employee Name] for recognition regarding their outstanding commitment to customer service excellence. As their [Manager/Supervisor/Colleague], I have witnessed firsthand the exceptional way they represent our organization.

[Employee Name] consistently goes above and beyond to ensure that our customers receive the highest level of care. Specifically, [mention a specific incident or a recurring behavior, e.g., how they handled a difficult client or consistently high CSAT scores]. Their ability to remain calm, empathetic, and solution-oriented under pressure is a significant asset to our team.

They do not simply resolve issues; they build relationships. We have received numerous notes of appreciation from clients mentioning [Employee Name] by name, highlighting their professionalism and helpfulness. Their dedication has directly contributed to increased customer loyalty and positive feedback for our department.

I believe [Employee Name] truly embodies our company values and deserves formal recognition for their hard work and excellence in customer service.

Sincerely,

[Your Signature]  
[Your Printed Name]